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Travelpro Case Study

Athos Commerce helped Travelpro reduce bounce rates by 30% with Asklo's instant on-page answers, engaging 43K shoppers and boosting buyer confidence.
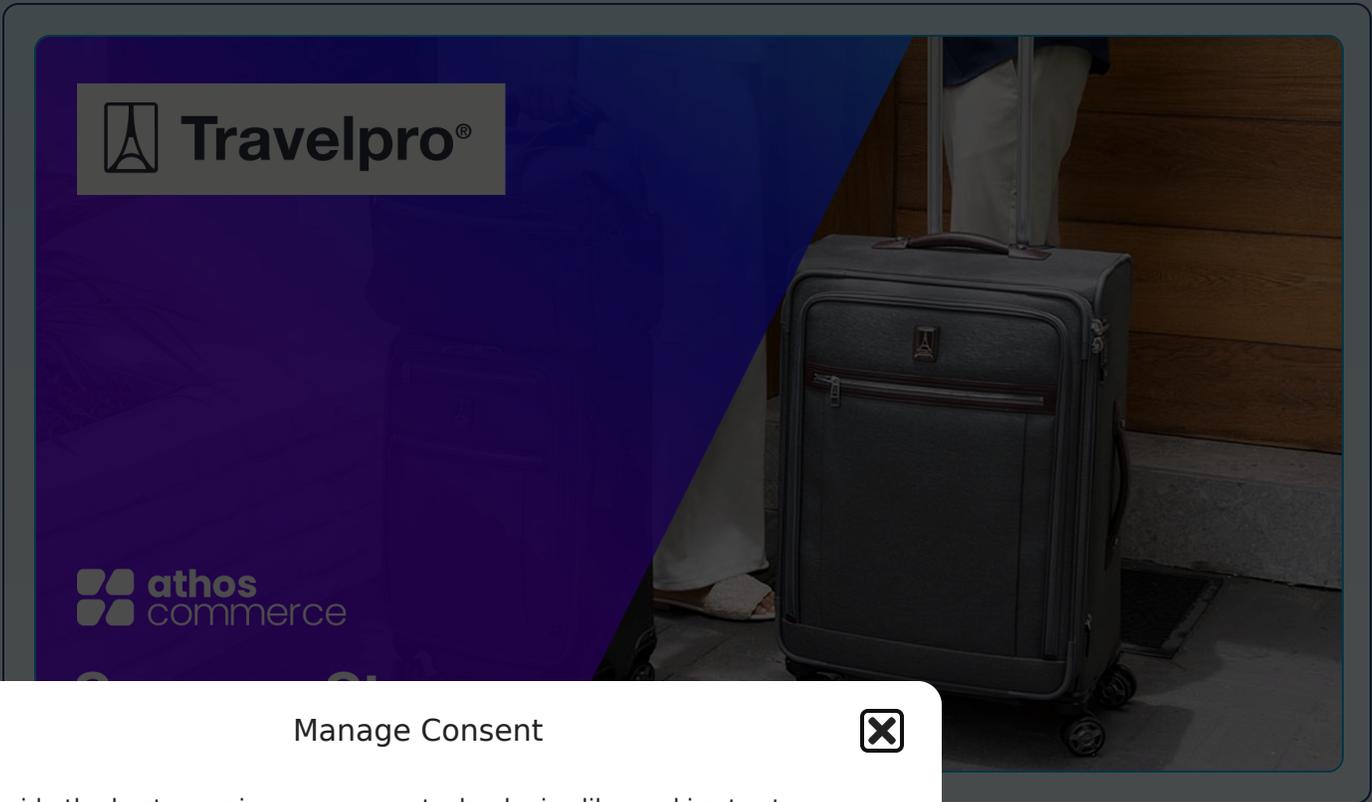
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43K+

shoppers engaged in two months

Shopping for the right carry-on shouldn't feel like guesswork. Yet every "Will it fit under the seat?" risked sending shoppers away. Travelpro teamed up with Asklo to deliver instant answers—keeping customers engaged and slashing bounce rates by 30%.

> Integrating Asklo into our product detail pages has been a game-changer. The seamless interaction gives customers a way to ask questions that is far quicker than email and available 24/7/365.
>
> **Mark Costigliola**
> Director of eCommerce Operations, Travelpro

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The Challenge

Shoppers had real questions in real time: *Does it expand for extra space? Is it Ryanair-approved? Will my laptop fit?*

Every unanswered moment was a potential lost sale. Support emails, phone calls, and live chats helped—but only during office hours. After hours? Shoppers bounced.

Travelpro needed a way to:

- Answer product questions instantly
- Take pressure off customer care
- ~~~~~~~~~~~~~~~ were built for

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The Solution

Asklo turned product pages into conversation starters. Shoppers could ask, get, and decide —without detours or delays.

How it worked:

- **24/7 instant answers** right on the page
- **Custom intents** to cover shipping, returns, and warranties
- **One-click Shopify integration**—fast to launch, light to manage

No scripts, no wait times. Just human-like responses, always on.

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The Results

In just two months:

- Bounce rates fell **30%**
- **43K+ shoppers engaged** directly with Asklo
- Customers made decisions faster—and with more confidence

"

Asklo's intuitive conversational capabilities not only streamline the ~~~~ed assistance that

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growth. Contact us today to start optimizing your store for success.

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